



## **Health Coverage Guide**

**Health Coverage Guides** provide free in-person assistance in Weld and Larimer County in addition to Rural communities in the Eastern Plains, to help ensure that individuals understand their health coverage options. Those needing assistance with the enrollment process will have the opportunity to obtain it from a trained and certified **Health Coverage Guide**. Community outreach and education will also be a significant portion of the duties. Travel will be required to assist in all communities that we engage with. Hours may include occasional evenings and weekends. **Health Coverage Guides** report to the Program Manager.

### **Knowledge / Skills / Abilities**

- Cultural Competence
- Critical Thinking Skills
- Strong verbal communication skills (both over the phone and in person)
- Strong customer service skills
- Ability to work independently and in a busy office environment that may contain interruptions to work as a result of walk-ins, customer needs, supervisor requests, phone conversations, etc.
- Ability to remain calm and non-reactive in demeanor
- Ability to manage stressful situations (i.e. working with difficult customers)
- Ability to utilize positive problem solving in difficult situations
- Multi-tasking, prioritizing, and ability to handle multiple priorities while working under firm deadlines
- Computer skills including MS Office and on-line scheduling system
- Positive and professional demeanor with colleagues and the general-public
- Basic mathematical calculations
- Interpreting data
- Basic knowledge of health insurance and health service delivery
- Ability to understand and communicate complex policy and insurance jargon into plain language
- Must be free of conflicts of interest, including payments and incentives from insurers or industry
- Must maintain strict confidentiality and privacy standards
- Strong presentation skills
- Strict Confidentiality
- Bilingual preferred (not required)

### **Education or Formal Training**

- HS Diploma or GED Required
- Special consideration given to those with experience understanding health insurance/benefits background as well as individuals with extensive knowledge of local and community resources

### **Working Environment and Physical Activities**

- Frequent contact with the public by phone and in person
- Sitting for periods of time
- Standing for periods of time
- Walking for periods of time
- Climbing up and down stairs
- Bending and reaching
- Lifting (up to 30 pounds)
- May be exposed to weather elements such as heat, rain, snow, etc. during outreach event

### **Job Responsibilities:**

- Obtain and maintain training and certification from Connect for Health Colorado
- Remain current on policy and procedural changes
- Maintain a thorough understanding of the process through which individuals apply for financial assistance and enroll in insurance
- Collect, analyze, and report data on customer issues, problems, and enrollment outcomes
- Collaborate with network and community partners to promote availability of affordable health coverage
- Conduct and participate in events, meetings, and activities to educate customers about health coverage and affordability programs
- Design and implement marketing strategies to increase awareness about health coverage options and encourage enrollment
- Provide information that empowers customers to make health decisions without being steered in any direction
- Provide information to help customers complete their application, explain eligibility decisions and next steps, answer questions regarding coverage options and cost-sharing requirements, including premiums
- Explain tax credits and their financial implications
- Make referrals to appropriate State agencies, such as DOI or HCPF, that can assist customers with enrollment support, grievances, complaints, or questions about eligibility
- Deliver general education about Connect for Health Colorado (C4HCO) including assistance in opening or accessing an account, completing an application, and understanding health plan options
- Meet with customers in person to explain Health Coverage Guide services, reasons to buy health insurance, and options for coverage in an unbiased manner
- Explain affordability programs, Qualified Health Plans, Essential Health Benefits, and rights when using insurance in an unbiased manner
- Maintain the highest ethical standards regarding non-disclosure of protected personal information
- If bilingual, provide translation assistance

### **Other Duties as Assigned:**

- Provide assistance as designated by NCHA leadership to support the overall goals of NCHA
- Provide input into development of policies and procedures and be accountable for adhering to them
- Compliance with all NCHA programs to exercise due diligence to prevent, detect, and report unlawful or unethical conduct by fellow co-workers, professional affiliates, and/or agents
- Participation in ongoing performance improvement activities including meetings and trainings

The above job definition information has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Job duties and responsibilities are subject to change based on changing business needs and conditions.

The North Colorado Health Alliance was incorporated as a 501(c)(3) non-profit organization in 2002. The Alliance, based in the town of Evans in Colorado's Weld County, is a creative and strategic collaboration of partner organizations that are dedicated to cultivating the health of the communities they serve.

At the Alliance, we recognize that health does not begin or end with medical, dental, and behavioral health services. Health also depends on features of the built environment and on a variety of social determinants that make it harder for many to resist the chronic illnesses of our times. Thinking globally, the Alliance acts locally and creatively to convene, integrate, and support community partners in our common effort to make northeastern Colorado the healthiest region in the healthiest state. **Program Manager**